ABSTRACT OF THE DISCLOSURE

[0081]   Systems and methods for using softswitches in service center applications allow more efficient workforce utilization and more flexibility in staffing service centers. Communication between at least one force management system and at least one softswitch can be used to efficiently distribute service requests to service agents including at least one remote service agent. The remote service agent may be connected across the Internet (or other telecommunications technology for network access) and may use voice-over-IP and/or virtual private networking (VPN) technologies. Furthermore, the remote service agent may receive electronic invitations to work that are based on call service request demand levels.